

Building a better NHS together

NHS Property Services

Martin Steele

Hosted by:

**AVISON
YOUNG**

NHSPS in numbers

NHS

Property Services



3,000
properties



6,000
colleagues



£419m
raised from
disposals



7,000
occupiers



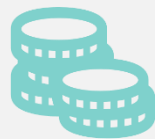
6m
patients
daily



7,384
housing units
released



12%
of the NHS
estate



£4bn
value



£504m
reinvested in
the estate



Strategy on a page



Property Services

Our purpose: Enable excellent patient care

Our vision: Be the best property and facilities provider to the NHS

Our strategy: Support delivery of our customers' plans and help the NHS transform

Support evolving
NHS needs



Put patients first

- Support pandemic recovery
- Use the NHS estate to help reduce health inequalities
- Enable ICS estates strategy

Improve NHS colleague
and patient environments



Invest in communities by
creating Healthy Places

- Keep NHS places safe and compliant
- Help the NHS get the best value for money

Smarter, effective use of space

Deliver sustainable,
quality services



Being a responsible business

- Enabling a Greener NHS
- Deliver net zero across the estate
- Simplify how we work together

Get, grow, keep
great people



Hire for attitude, train for skills

- Spot and develop talent at every level
- Create engaged and enabled, values-driven culture
- Customer at the heart

Our culture: Engaged, enabled high-performing team

Community | Colleagues | Commitment | Collaboration



Recovering from the pandemic

- Helping to reduce waiting lists through flexible space – such as NHS Open Space
- Rapid repurposing and recommissioning of space
- Keep NHS places safe and compliant
- Using the estate to help reduce health inequalities



Creating Healthy Places

- Investing in, creating and refurbishing over 300 Healthy Places to reduce health inequalities
- Enabling social prescribing hubs and green spaces
- Improving accessibility of NHS spaces for patients and staff
- Providing flexible, bookable space where it's needed most



Transforming the NHS estate

- Creating estate strategies for integrated care
- Achieving efficient, value for money estates
- Expert advice on analysing estates and facilities data
- Enabling smarter working to reduce space and increase flexibility
- Local and national experts across FM and property



Delivering sustainable estates

- Creating and implementing sustainable estates strategies to achieve Net Zero
- Enabling a Greener NHS through energy and environment support
- Measuring and analysing sustainability data
- Achieving value for money through sustainable FM and estates

We are part of the NHS. We invest in the NHS. We support the NHS.

Our service offer



Property Services



Estate strategy and optimisation

- Stakeholder engagement
- Property benchmarking
- Estate optimisation and strategy
- Vacation planning
- Smarter, flexible offices
- Business case planning
- Financial analysis and reporting



Town planning

- Local plan representations nationally
- Brownfield and greenbelt reviews
- Planning appraisals
- Pre-application, master planning and planning applications
- Section 106/CIL advice



Improving space utilisation

- NHS Open Space
- Space utilisation studies
- Sessional space management
- Vacant space management
- Rapid recommissioning of space



Soft facilities management

- Cleaning
- Catering
- Linen and laundry
- Reception
- Security services
- Waste management
- Portering
- Grounds maintenance



Hard facilities management

- Building maintenance
- Technical compliance
- Mechanical and engineering systems



Property disposal management

- Property marketing strategy
- Property due diligence
- Sales process
- Bid analysis/selection
- Transaction negotiations
- Contractual completion
- Housing delivery support



Property management

- Lease negotiations and events
- Rent reviews
- Rates management and rating appeals



Property development

- Delivery of new health infrastructure and value release
- Feasibility and options analysis
- Legal and technical due diligence
- Design and planning
- Development management



Energy and environment

- Data and reporting
- Strategy, compliance and processes
- Efficiency engagement, projects and supply
- Environment protection
- Waste management



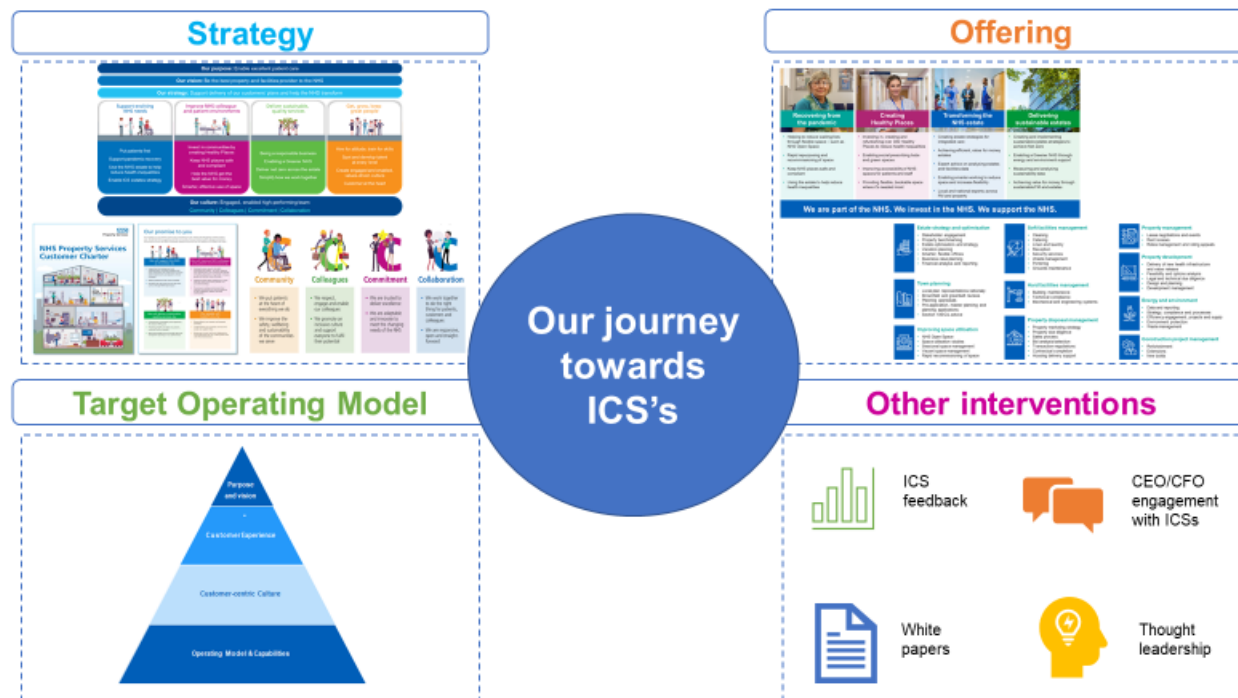
Construction project management

- Refurbishment
- Extensions
- New builds

NHS Landscape - Our Journey towards ICS's

There are four parts to our journey towards the new NHS landscape and their focus on Integrated Care Systems:

1. **Strategy:** *aligning our strategy with the requirements of the ICSs*
2. **Offering:** *Creating the products and services that the ICSs need both now and, in the future*
3. **Target Operating Model:** *Restructuring the NHSPS operating model to better support our customers*
4. **Other Interventions:** *Developing a proactive engagement approach, thought leadership and white papers on collaborative solutions to estate and facilities management*



Ongoing Focus



Property Services

Close legacy issues
and maintain current
delivery performance

Engagement with the
changing NHS
landscape

Transition to a new
target operating
model

Q&A

